



NEWS from CPSC



U.S. Consumer Product Safety Commission

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Cadet Recall Hotline: (800) 567-2613

CPSC Consumer Hotline: (800) 638-2772

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CPSC Reminds Consumers that Deadline Nears for Cadet Heater Claims

WASHINGTON, D.C. - The U.S. Consumer Product Safety Commission (CPSC) is reminding Cadet heater owners that they must file a claim by February 17, 2002, to participate in the recall program. CPSC and Cadet Manufacturing announced the [recall](#) of 1.9 million Cadet and Encore brand in-wall heaters in February 2000, expanding the [original recall](#) of 190,000 heaters announced in October 1997.

CPSC alleges these heaters, which were distributed mainly in California, Idaho, Montana, Oregon and Washington, can overheat and catch fire. Flames, sparks or molten particles can spew through the front grill cover of the heater into the living area of a residence, putting consumers at risk from fires, including burn injuries, smoke inhalation and property damage. The heaters also can become energized creating a risk of electric shock.

Previously, CPSC became aware of more than 320 reports of heaters that smoked, sparked, caught fire, emitted flames, or ejected burning particles or molten materials. These incidents allegedly resulted in three deaths, two serious burn injuries and property damage claims exceeding \$1.2 million.

The following models of Cadet and Encore brands are involved in the recall: [FW](#), [FX](#), [LX](#), [TK](#), [ZA](#), [Z](#), [RA](#), [RK](#), [RLX](#), [RX](#), [RW](#) and [ZC](#). The brand and model are located on a label on the front of the heat box, behind the grill. Before removing the grill to check the identification label, consumers must disconnect the power supply to the heater at the circuit breaker. If power is not disconnected, consumers risk electrocution and shock.

Cadet is offering consumers replacement heaters at a significantly reduced cost. Each heater will cost between \$25 and \$57, depending on the model. Also, consumers that replaced their recalled units from October 23, 1997 through February 17, 2000, can file a claim for partial reimbursement for \$25 per heater. Consumers must register to participate in this recall by February 17, 2002. To register, contact Cadet at (800) 567-2613 anytime or visit the firm's web site at www.cadetco.com.

In October 1997, Cadet recalled its model FW, FX, LX and ZA heaters to replace defective over-temperature black plastic limit switches. By December 1997, Cadet informed CPSC that it could no longer pay the full costs of the recall, and that the number of heaters involved were far greater than it had originally known. While attempting to resolve the problems with the limit switch recall, the CPSC staff discovered additional problems with the heaters involved in the 1997 recall, as well as problems with some other Cadet and Encore models. In addition to the switch defect, the February 17, 2000 recall announcement stated the heating elements and internal wiring connections on these heaters are defective and can fail. Even if consumers have had the heaters' switches repaired, the heaters have additional problems and need to be replaced.

CPSC strongly urges consumers to participate in this recall. Since the recalled heaters pose a fire hazard until they are replaced, consumers should have at least one fully operational smoke detector on every floor of their home, especially near bedrooms. To ensure that the detector's batteries are working, test the detector every

month. Consumers also should have a well-defined and rehearsed escape plan and an alternate escape plan in the event of a fire. These recommendations and more are covered in "[Your Home Fire Safety Checklist](#)" (a [pdf](#) version is also available). You can also have a free copy mailed to you by writing to CPSC, Washington, D.C. 20207.

CPSC is still interested in receiving incident or injury reports that are either directly related to this product recall or involve a different hazard with the same product. Please tell us about it by visiting <https://www.cpsc.gov/cgibin/incident.aspx>

The U.S. Consumer Product Safety Commission is charged with protecting the public from unreasonable risks of serious injury or death from thousands of types of consumer products under the agency's jurisdiction. The CPSC is committed to protecting consumers and families from products that pose a fire, electrical, chemical, or mechanical hazard. The CPSC's work to ensure the safety of consumer products - such as toys, cribs, power tools, cigarette lighters, and household chemicals - contributed significantly to the decline in the rate of deaths and injuries associated with consumer products over the past 30 years.

To report a dangerous product or a product-related injury, call CPSC's Hotline at (800) 638-2772 or CPSC's teletypewriter at (301) 595-7054. To join a CPSC e-mail subscription list, please go to <https://www.cpsc.gov/cpsclist.aspx>. Consumers can obtain recall and general safety information by logging on to CPSC's Web site at www.cpsc.gov.

